



# Provider Online Service Center Guide for the Primary User

## Introduction

The **Provider Online Service Center (POSC)** allows MassHealth providers and other MassHealth business partners to conduct most of their day-to-day business with MassHealth from one central location.

The POSC is available 24 hours a day, seven days a week from any computer with an Internet connection.

This user guide provides key information to support the primary user in setting up and maintaining access to the POSC for all users within their organization and managing relationships with other entities who conduct business on their behalf.

## NewMMIS Security

NewMMIS security allows each organization to manage its own data. As a primary user, you are responsible for managing the access to your organization's data through the NewMMIS security function.

You must take all necessary precautions to ensure that you are safeguarding your information and sharing your data (i.e. granting access) only with users and entities who meet the required privacy standards. It is equally important that you know who on your staff is linked to other providers or entities, so that you can notify those entities whenever you remove access for that person in your organization.

NewMMIS security is set at the individual user level. This means that primary users must grant access at the person level, not the organization or entity levels.

## Primary User Responsibilities

Each provider must designate a primary user. The primary user is responsible for managing security for the provider's organization in the POSC.

The primary user responsibilities include

- adding and removing subordinates;
- maintaining security access;
- resetting passwords; and
- Removing user accounts.

See the ***Primary Tasks*** section of this guide for more information on each task.

## Register on the Provider Online Service Center

In order to begin using the POSC, you must first register. Refer to the Provider PIN (personal identification number) Registration Letter sent by MassHealth for important information you will need to register.

For help see the [Step-by-Step Registration Instructions](#).



## POSC Help

The e-Learning course titled *POSC: Provider Security* teaches primary users how to add, maintain, and update subordinate accounts, and to change passwords.

For help, sign in to the MassHealth NewMMIS Training site at

<http://masshealthnewmmisprovidertraining.ehs.state.ma.us>.

Enroll in the course **POSC Provider Security**.

See the following job aids included in this course.

- *Create Subordinate Accounts*
- *Link Subordinate Accounts Job*
- *Update Subordinate Accounts*
- *Change Password*

A collection of frequently asked questions on the POSC is available at

<http://www.mass.gov/masshealth/providerservicecenterfaq>.

## Primary User Tasks

### Appoint a Backup Primary User

Each provider should designate a person who can step in as a back up for the primary user to support security requests in the absence of the primary user. It is important to make sure that this designee has the training to immediately step into the role when necessary.

To appoint a backup primary user, assign the *Manage Subordinate* role to the backup designee. This is the only instance in which you should assign the *Manage Subordinate* role, which is assigned only to the primary user and backup primary user.

It is critical that you assign all roles to your backup primary user. This enables the backup primary user to create and assign appropriate roles to subordinates.

### Prepare to Create Subordinate Accounts

Before creating subordinate user accounts, ensure that you have identified all the services that your organization will allow that specific user to perform.

You must also gather the following information about the subordinate user required to create the subordinate's user ID.

- first name
- last name
- middle initial
- date of birth
- SSN (last four digits only)
- zip code
- E-mail address
- Phone number

Once you have collected the user ID information and defined the services, you can create the subordinate accounts and assign security roles to subordinate users.



## Create Subordinate Accounts and Assign Roles

Create subordinate accounts for staff in your organization. Make sure that all users can access the services they need to perform their day-to-day tasks in the POSC.

Refer to the roles section of this guide to select the appropriate role to grant to the user. The roles are comprised of the POSC services.

For help, sign in to the MassHealth NewMMIS Training Site at

<http://masshealthnewmmisprovidertraining.ehs.state.ma.us>.

Enroll in the course **POSC Provider Security**.

See the following job aids included in this course.

- *Create Subordinate Accounts*
- *Update Subordinate Accounts*

## Link Subordinate Accounts

Primary users may need to link other users to the organization's account to allow those users to perform services on behalf of the organization, for example, a billing intermediary, or to share data with other affiliated offices, for example, a central office that coordinates all financial data for the group practice.

For help, sign in to the MassHealth NewMMIS Training Site at

<http://masshealthnewmmisprovidertraining.ehs.state.ma.us>.

Enroll in the course **POSC Provider Security**.

See the following job aid included in this course.

- *Link Subordinate Accounts*

## Update Subordinate Accounts

The primary user must manage all requests for account modifications, for example, add and delete roles from staff within the organization.

Primary users must evaluate the roles assigned to their subordinates periodically to ensure that they have access to only the services that they need in order to perform their functions.

## Reset Subordinate Passwords

The primary user has the ability to reset a password for subordinates who have forgotten their passwords. Staff within your organization should contact you to reset a forgotten password. They should not contact MassHealth directly to reset a password.

For help, sign in to the MassHealth NewMMIS Training Site at

<http://masshealthnewmmisprovidertraining.ehs.state.ma.us>.

Enroll in the course **POSC Provider Security**.

See the following job aid included in this course.

- *Update Subordinate Accounts*

Subordinates can also use the *Change Password* feature on the POSC to change their known passwords to a different value.

For help, see the *Change Password* job aid in the same course.



## **Reset Primary User Passwords**

As a primary user, you cannot reset your own forgotten password. To have the primary user's password reset, contact MassHealth Customer Service at 1-800-841-2900.

To change your known password you can use the *Change Password* feature on the POSC.

For help, sign in to the MassHealth NewMMIS Training Site at

<http://masshealthnewmmisprovidertraining.ehs.state.ma.us>.

Enroll in the course **POSC Provider Security**.

See the following job aid included in this course.

- *Change Password*

## **Delete Subordinate Accounts**

When a subordinate leaves your organization for any reason, you must remove his or her access to the POSC immediately, and ensure that all linked parties know to remove the user's access from their accounts as well.

To delete a subordinate's account, you must

- remove the user from your account;
- inform other organizations and entities that are linked to the terminated user so that they can remove access to that user's account; and
- contact MassHealth Customer Service to ensure that the user's security profile has been updated.

If you do not perform these steps immediately upon termination, the terminated user will continue to have access to your data, or the data of the linked provider.

For help, see the *Update Subordinate Accounts* job aid.



## **Delete Primary Users**

When the primary user leaves an organization, the departing user must

- establish another primary user within the organization before departure;
- establish a new backup primary user or ensure that the new primary establishes a backup primary user; and
- notify MassHealth Customer Service of the change so its security profile can be updated.

## **POSC Roles and Services**

Below is the list of POSC user roles that should be assigned to staff within your organization. By assigning these roles, you give subordinates the ability to perform the indicated services for each role.

Provider services are accessed from links located in the left-hand column on each page on the POSC.

### **POSC ROLE**

### **POSC SERVICES**

#### ***Portal Services***

*Assign this role to all subordinates.*

- Change Password
- View Letters and Notifications
- Receive Broadcast messages
- Submit Feedback to Customer Services (MassHealth Customer Service)

#### ***Claims Submission and Status***

Professional Claim Direct Data Entry (DDE) Transactions:

- Institutional Claims DDE
- Claims Status DDE

#### ***View Provider Reports***

View Metrics and Reports

- Remittance Advices (RA)
- PCC Panel Reports, etc.
- Top 10 Denial Reasons
- Managed Care Reports
- Claims Turnaround Time
- Claims Volume



## POSC ROLE

## POSC SERVICES

### ***View Financial Data***

View Financial Data

### ***Manage Subordinate Accounts***

***Assign this role to your primary user backup only. No other user should have this role.***

Security

- Set up and maintain access to the application for staff
- Link to Other Organizations

### ***Manage SCO and PACE Members***

PACE/SCO Enrollment (Available to PACE and SCO providers only )

### ***Manage Referrals Information***

Referrals DDE

### ***Batch File Submit and Download***

Submit and Receive Batch Transactions

- HIPAA - 270/271, 276/277, 820, 834, 837P & I, 835, 997
- MMQ

### ***Service Authorizations***

- Prior Authorization Request DDE
- Pre-Admission Screening Request DDE

### ***View Provider Contracts***

View Provider Contracts

### ***Manage Member Eligibility***

Eligibility Verification DDE

### ***Manage MMQ***

MMQ (Management Minute Questionnaire) DDE (Available to Long-Term-Care providers only)

### ***Manage Business Partner Profile***

- Provider Enrollment
- Provider Profile Maintenance